

**City of Imperial Beach**  
**POSITION DESCRIPTION**

**Title:** Information Systems Manager  
**Department:** Finance  
**Division:** Information Technology

**GENERAL PURPOSE**

Under general direction, manage, coordinate, support, and supervise the activities and operations of the information systems and technology areas; provide support in the development, installation, implementation, testing, evaluation, and administration of the City's local and wide area networks, financial management system, and telecommunications networks; install, configure, test, and support a variety of network components and devices; perform preventive maintenance on network segments and components; ensure the security of the City's network systems and infrastructure; provide liaison and technical assistance to end users; install and troubleshoot advanced software/hardware configurations; consult with department representatives to determine hardware/software requirements and develop specifications; evaluate city technology needs including purchasing technology for the city; oversee the work of staff, consultants, contractors, and vendors; assist in budget development and monitoring and manage budgets; and perform related duties as required.

**SUPERVISION RECEIVED**

Work under the general supervision of the Finance Director.

**SUPERVISION EXERCISED**

Provide direct supervision to the Network Systems Technician, consultants, contractors, and vendors.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

*The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.*

Oversee and participate in the development of work plans; assign work activities and projects; plan, organize, assign, and manage the work of staff responsible for the installation, testing, configuration, and troubleshooting of hardware/software and peripherals; review and evaluate work products, methods, and procedures; direct the acquisition of computer software/hardware technology and the negotiation of purchase agreements and service contracts and leases with contractors and vendors.

Perform the more complex duties in the installation, testing, configuration, and troubleshooting of hardware/software, and peripherals; install and set up computers, servers, and networks; install, troubleshoot, and maintain networked components including routers, hubs, and switches; support network servers, administrative and maintenance operations; perform back-ups; develop network and system topology

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maps that assist other staff members in the department or organization to understand the relationships between systems; ensure the availability of network operations to identify performance and capacity issues; monitors system control and support network traffic.

Evaluate management system needs for the City; oversee major projects and discuss developments with supervisors and consultants; evaluate major software/hardware issues and the priority level of service requests, acquisitions, and upgrades requested by department directors and end users; recommend improvements and enhancements to current technology, staffing levels, and capabilities to improve organizational effectiveness; plan, organize, and coordinate projects and tasks in accordance with contractual deadlines and department goals.

Provide technical assistance to system end users on computer and networked system equipment including hardware/software, and peripheral equipment; determine severity of problems and resolve or delegate to appropriate staff member or vendor; respond to requests for assistance on desktop and computer related problems including hardware/software, and peripheral printers and related equipment; assist users in optimizing their desktop environment; restore or recover files or corrupted data; provide technical support for records management.

Perform repair on computer systems and peripheral equipment including printers, modems, scanners, and related devices; coordinate major equipment repairs; arrange for vendors to perform on-site repairs as needed.

Prepare and administer operating and capital budgets for the Information Technology Department; evaluate computer hardware/software for use City-wide and for specific departmental applications; monitor and approve expenditures with budget limits; make recommendations regarding staffing needs, equipment, materials and supplies; research and purchase software applications, computer related equipment, and peripherals; maintain inventory of computers and peripherals.

Research and prepare technical and administrative reports; prepare written correspondence, reports, procedures, manuals, and other written materials; develop policies, rules, and procedures for the effective operation of the City, including establishing goals, objectives, and priorities for the department; communicate effectively both orally and in writing; establish and maintain cooperative working relationships with staff, management, vendors, contractors, consultants, the public, and other representatives using principles of good customer service.

Monitor network security and performance; identify unauthorized access and potential security risks; participate in projects to enhance network security operations; perform system-wide or network-wide audits; generate reports that include system performance, recommendations and any other possible data of interest, such as system security.

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May be required to be available other than regularly scheduled work hours to oversee system changes, resolve major operational problems, and to respond to emergencies after regular working hours; attend and make presentations at management meetings.

Assist in the administration of the City's telecommunication networks for telephone and voice mail systems, cellular system, video and audio systems.

Assist users with GIS support and maintain the GIS server for all support and maintenance issues.

Maintain and support the City's website and train staff as applicable.

Supervise staff and contract vendors as applicable. Determine staffing needs and guide the selection, training, supervision, and evaluation of personnel.

Generate invoices, work requests and associated follow-up actions using the cities data base management system (HTE).

Stay abreast of new information technology trends and innovations; read appropriate literature; attend conferences, meetings, and related functions as the department or city representative.

Performs related duties as required.

**DESIRED MINIMUM QUALIFICATIONS**

*To perform a job in this classification, an individual must be able to perform the essential duties as generally described in this specification. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties in this specification. The requirements listed below are representative of the knowledge, skills and/or abilities required.*

**Education & Experience**

*Any combination equivalent to education and experience that would likely provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the knowledge, skills, and abilities would be:*

Equivalent to a Bachelor's degree from an accredited college or university with major course work in computer science, information systems or related field, and five years of progressively responsible experience in computer system operation, programming and systems analysis. Years of experience beyond the recommended five years of experience may be substituted on a one for one basis for educational requirements.

**Certification & Licenses**

CompTIA Certifications or Microsoft Certifications (A+; Network +; Server+; MCSE; MCSA; MCDST; CCNA) are highly desirable.

Possession of a Class C Driver's License required by the State of California.

## **KNOWLEDGE OF**

Principles of project organization and planning; network system design, installation and maintenance; hardware/software configuration and installation; applications life cycle, requirements assessment techniques, and information technology security methods; various hardware platforms, firewalls and security design, technical documents protocols including manuals, schematics, procedures and specifications; communication protocols, telecommunications and information processing environments; methods and techniques of troubleshooting hardware/software problems; cabling protocols, hardware/software technical specifications, standard performance, and possible configuration options for all common components and peripherals; distributed database installation, structuring, maintenance, and troubleshooting.

All operating systems/programs that are in use within the entire organization including, but not limited to Windows 2000/2008/XP/NT, Cisco IOS; network architectures and theory and principles of design; integration and administration, including topologies and protocols that include IP, Ethernet, FDDI, VPN, ISO/OSI, IPX/SPX, DNS, DHCP, WINS, SNMP, Wireless Wan Technologies, Voice Technologies, Layer 2 & 3 Switching, L2Vn; Web sense, exchange 2007, networked Xerox, HP and Konica Minolta copiers and printers, Norton Antivirus, OWA (Outlook Web Access), Questys, SunGard HTE, and IBM Series 4 computers.

All aspects of configuring and maintaining system security, network security, and site security for information systems; all available Wide Area Networking technologies currently in use within the organization, including, but not limited to installation and maintenance of routers and bridges, ISDN, T1/FT1 and RAS; Local Area Networking, including maintenance, installation, and troubleshooting techniques, especially dealing with the TCP/IP protocol and services, and managing a large diversified environment using TCP/IP; the Internet, WIFI, HTML, and CGI scripting, maintenance, and troubleshooting.

The national telecommunications infrastructure and ability to work through problems with telecommunication providers to correctly diagnose, troubleshoot, and expedite orders, and minimize downtime; telecommunication system such as phone and voicemail system; the Geographical Information System (GIS).

Principles and practices of budget development, administration, and accountability; record keeping, report writing, contract negotiation and administration; administrative principles and practices, including goal setting, program development, and implementation.

Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.

Applicable Federal, State, and local codes, laws and regulations.

### **ABILITY TO**

Evaluate hardware/software requirements; implement hardware/software changes and enhancements; analyze, troubleshoot, and resolve highly technical networking issues; install, configure, troubleshoot and/or repair hardware/software problems; respond to requests and inquiries from network users and provide assistance as needed.

Be adaptive towards new systems and technology that may be implemented in the organization; understand the complex relationships between different components in a networked environment; analyze and define problems and conceptualize feasible solutions, and present all practical solutions in a concise format to non-technical users; develop and revise computer programs.

Evaluate existing systems and recommend possible enhancements to systems or network components; make the necessary changes to any computer components within the organization; lead and coordinate the activities of a computer user group.

Coordinate meetings for product/project demonstration for users, managers and members of the information systems staff; train other employees on either a one-on-one basis, or in a group; coordinate with other staff members to meet deadlines while minimizing downtime.

Select, supervise, train and evaluate staff.

Prepare and administer large program budgets; prepare clear and concise administrative and financial reports.

Demonstrate an awareness and appreciation of the cultural diversity of the community; communicate clearly and concisely, both orally and in writing; establish and maintain effective working relationships with those contacted in the course of work.

### **WORK ENVIRONMENT**

*The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

#### **Environment:**

Standard office setting; incumbents may be required to work extended hours including evenings and weekends; typically work is performed at City Hall and at a number of off-site locations; may be required to travel outside City boundaries to attend conferences, meetings and related; occasional exposure to temperature swings from indoor to outdoor temperatures; exposure to dust from atmosphere and volumes of paper;

infrequent exposure to extreme heat and humidity in unairconditioned facilities; extreme noise working at off-site locations; work characteristics are both formal and informal; both autonomous and team-oriented; having both routine and variable tasks with variable pace and pressure.

**Physical Demands:**

Primary functions require sufficient physical ability to work in an office setting and operate office equipment, computer keyboard, and small tools and equipment; regularly required to stand or sit for prolonged periods of time; stand and walk; bend, kneel, crouch, bend, stoop, squat, and climb; talk or hear in person and by telephone; use hands repetitively to finger and handle and feel; reach with hands and arms; reaching at and above shoulder height; firm grasp to lift and move equipment; side-to-side turning of neck; upward and downward flexion of neck; pushing/pulling, twisting at waist; ability to operate a vehicle to travel to various locations and meetings; lift objects weighing up to 25 lbs from below waist to above shoulder level and transporting distances up to 50 yards; occasionally lift objects weighing 50 lbs from below waist to chest level with or without assistance and transporting distances up to 30 feet.

**Vision Demands:**

See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents and to operate equipment.

**Hearing Demands:**

Hear in the normal audio range with or without correction.